

BOC IT Solutions (Pvt) Ltd, a fully owned subsidiary of the Bank of Ceylon is looking for suitably qualified, experienced, dynamic and results oriented persons to fill the following positions.

IT Service Desk Analyst (Contract Basis - 3 Years)

1. Educational Qualifications

Bachelor's Degree in Information Technology or related field from a UGC recognized local or foreign university

OR

One (01) year Diploma in Information Technology from a recognized institution
(Please attach a copy with your application)

2. Professional Qualifications

ITIL Foundation certification will be an added advantage

3. Previous Work Experience

- Should have minimum 5 years' experience in customer call handling as an IT Support Officer or working in an IT Service Desk environment
- Sound knowledge and practical experience in IT Service Desk practices
- Relevant training and industry exposure will be an advantage

4. Technical Knowledge

- Proficiency in Microsoft Office applications and Outlook.
- Basic knowledge of Windows Active Directory concepts and administration

5. Other Attributes

- Ability to clearly communicate technical concepts to non-technical users
- Strong analytical and problem-solving skills with the ability to resolve incidents effectively using industry best practices
- Ability to multitask in a fast-paced environment
- Excellent verbal and written communication skills
- Strong time management skill

6. Age Limit

35 years or below as at the closing date

• Employment Category

- Fixed Term Contract

• Contract Period

- The total contract period will be 03 years (Subject to review of performance annually)

• Salary Scale

- Negotiable; An attractive remuneration package will be offered based on the candidate's profile.
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Application Procedure

- Applicants may submit their applications along with the photocopies of Degree certificates, Professional Qualification certificates all other relevant educational certificates, and documents to prove experience with the copies of Birth Certificate and National Identity Card to the email career@bocits.lk or to the following address via registered post with the post applied for marked at the top left corner of the envelope to reach us on or before **28/04/2026**.

Any application not meeting the above required eligibility criteria as at the closing date or submitting without photocopies of relevant supportive documents or submitting incorrect information or received after the closing date will be rejected at any stage of the recruitment without any further notice.

Chief Executive Officer

BOC IT Solutions (Pvt) Ltd.,

18th Floor, "BOC Square",

No. 1, Bank of Ceylon Mawatha, Colombo1.

Telephone: 076 542 5116

Email: career@bocits.lk

BOC IT Solutions (Pvt) Ltd

(A fully owned subsidiary of the
Bank of Ceylon)

- Any form of canvassing will lead to immediate disqualification. • Reserves the rights to call only the shortlisted candidates.
- Reserves the rights to decide the number of positions to be filled or postpone/ cancel the recruitment.